

## Warranty Terms and Conditions

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### Freight Policy

All prices are F.O.B. Rockwood, Pennsylvania. Full Freight prepaid will be allowed on shipments of \$1,750 net and over, within the continental United States. All shipments are routed least expensive method. All shipments that exceed 108" in packaged length must be shipped LTL. Shipments by Air, Parcel Post, Bus or Express are F.O.B. factory with no freight allowance. Handling charges on UPS, Air Freight, or common carrier shipments may apply. We reserve the right to designate the carrier.

### Special Order Material

Items made to your specifications (not stock items) are not returnable. These items are not subject to cancellation without consideration of expense involved at the cancellation date.

### Returned Goods

Return no merchandise without written permission from the factory. Authorization will insure proper credit. Errors in shipping may occasionally occur. If this is the case immediately notify the factory, and we will gladly make the proper adjustments. If the error is at the customers end, a minimum charge of 25% plus freight will be incurred. Unauthorized claims for labor or charges will not be allowed. No credit will be allowed beyond six months after invoice date.

### Claims

Inspect before you sign! If there is a shortage or damage, accept the shipment only after freight agent makes a damage or shortage notation on your freight bill, bill of lading, or delivery receipt. If damage or loss is evident notify your freight agent and request inspection with 10 days of receipt of goods. Claims must be made within 30 days of shipment and are subject to approval. Claims made after 30 days are not honored. Responsibility for damage, visible, or concealed, ceases upon delivery to the transportation company.

### Shortages

Claims for shortages must be made within 30 days of the invoice date.

### Samples

Saleable samples will be charged at regular prices.

### Templates

Commonly used templates are available on our website at [www.assaabloyglass.us](http://www.assaabloyglass.us)

### WARRANTY - ASSA ABLOY Rockwood & Glass Solutions Products

ASSA ABLOY (in Rockwood, PA) warrants that its products sold under the ASSA ABLOY trade name in the United States of America are free from defects in workmanship and materials under normal use and service. This warranty does not cover defects or damage arising from improper installation, lack of or improper maintenance, improper storage, corrosion, erosion, ordinary wear and tear, misuse, abuse, accident, unauthorized service, other causes beyond ASSA ABLOY's control, or use with unauthorized non-ASSA ABLOY products or parts.

The following instances void warranty:

- Expose to air pollutants including, but not limited to acid rain, chemicals, salt, or fumes.
- Failure or settling of the structure/building/ foundation.
- Repairing or re-finishing the hardware without consensus of the manufacturer.
- Any modification or disassembling of the warranty product, regardless of whether the modification causes or contributes to the alleged defect.

The only liability of ASSA ABLOY (in Rockwood, PA) in tort or contract whether under this warranty or otherwise, shall be limited to the repair, replacement, or refund of the original purchase price of the product or component that is alleged to be defective at ASSA ABLOY's discretion. The warranty period starts at the delivery date to the original purchaser and extends by the duration listed below. Any repair or replacement of a component does not extend the warranty period past the original period.

Items cross listed in ASSA ABLOY Glass Solutions fall under the original manufacturing company's warranty. Items listed solely in the Glass Solutions product offering have a two year limited warranty. The PDU8000 series features a three year limited warranty.

Purchaser should contact ASSA ABLOY (in Rockwood, PA) upon receipt of any product claimed to be defective. If an in-plant inspection is necessary, purchasers should obtain a Return Goods Authorization and then send the product freight paid to ASSA ABLOY (in Rockwood, PA.) If, upon inspection, the product is determined by ASSA ABLOY (in Rockwood, PA) to be defective within the guidelines of this warranty, ASSA ABLOY (Rockwood, PA) will promptly repair or replace the defective product.

In the event of an acceptance of Purchaser's Purchase Order by ASSA ABLOY (in Rockwood, PA), the Purchaser agrees that such acceptance is solely conditioned on Purchaser's acceptance of the terms and conditions set forth in this instrument, regardless of the terms and conditions specified in Purchaser's Purchase Order. The terms and conditions in Purchaser's Purchase Order which conflict with the terms and conditions of this instrument shall be disregarded and are hereby rejected, and this instrument shall constitute the entire agreement between ASSA ABLOY and the Purchaser.

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THIS WARRANTY. ASSA ABLOY (IN ROCKWOOD, PA) SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. NO AGENT, SALES REPRESENTATIVE OR DEALER HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OF THIS WARRANTY.

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